



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Knitl et al.
Appl. No.: 09/254,101
Filed: March 1, 1999
Title: METHOD FOR INCORPORATION FUNCTIONS OF AN AUTOMATIC CALL DISTRIBUTION SYSTEM INTO AN INTERACTIVE VOICE ANSWERING SYSTEM

Art Unit: 2645
Examiner: Hoosain Allan
Docket No.: 112740-072

Commissioner for Patents
Washington, DC 20231

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RESPONSE TO OFFICE ACTION

Sir:

This Response is submitted in response to the Office Action dated November 27, 2001.

Applicants respectfully request reconsideration and allowance of the patent application.

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REMARKS

The Office Action was issued on pending claims 19-35. In this response, no claims have been amended, added, or cancelled. Thus, claims 19-35 are pending in the case.

In the Office Action, claims 19-21, 25-27, 30, and 35 were rejected under 35 U.S.C. § 103(a) as being unpatentable over McCalmont, U.S. Patent No. 5,915,010. Claims 22 and 31-33 were rejected under 35 U.S.C. § 103(a) as being unpatentable over McCalmont in view of Morganstein et al., U.S. Patent No. 5,020,095. Claims 23-24 were rejected under 35 U.S.C. § 103(a) as being unpatentable over McClamont in view of Williams et al., U.S. Patent No. 5,627,884. Claims 28-29 were rejected under 35 U.S.C. § 103(a) as being unpatentable over McCalmont in view of Costello et al., U.S. Patent No. 4,510,351. Claim 34 was rejected under 35 U.S.C. § 103(a) as being unpatentable over McCalmont in view of Morganstein et al. and further in view of Costello et al. Applicants respectfully disagree.

Applicants' invention, as claimed in claim 9, pertains to a method for incorporating functions of an automatic call distribution system in an interactive voice response system that is called and controlled by communication terminal equipment of a communication network. Claim 19 calls for the step of directly coupling the automatic call distribution system and the

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